

Patricia Larkin

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www.stewartcoopercoon.com

SENIOR EXECUTIVE

Operations / Manufacturing / Distribution / IT Introduction

Highly accomplished Senior Executive equipped with a toolbox of ideas and successful track record of leading companies to business expansion, sales growth, operational efficiency, and significantly increased profitability. A change leader skilled in taking charge of every facet of operations from minding operations clockworks to entrepreneurial presentation. Provide leadership in merger integration, technical implementation, and staff development. Profit-oriented manager with a passion for challenge and commitment to enhancing cost effectiveness while exceeding company objectives. International experience in business development, product introduction and distribution, and integration of companies under corporate umbrella.

KEY QUALIFICATIONS

- Acquisitions and Mergers
- Manufacturing Operations
- IT Integration
- International Business
- Third-Party Strategic Operations
- Full P&L Accountability
- Business Development
- Supply Chain Logistics
- Contract Negotiations
- ISO Certification
- MRP/ERP
- Start-up Leadership
- Distribution Management
- Recruitment and Training
- Employee Relations

PROFESSIONAL EXPERIENCE

HORIZON WIMBA, INC., Chicago, IL

2001 – 2004

Manufacturer of retail software products, educational print services, and outsourced services to manage all aspects of the supply chain: design, media replication, product assembly, inventory management, distribution, and order fulfillment.

Vice President, Operations

Managed 22-member staff, driving the company to \$5 million in first-year revenues. Implemented IT solution to handle accounting, operations, and customer service. Hired staff, developed supplier qualification, and integrated qualified suppliers into the enterprise. Negotiated prices and reduced COGs, while acquiring new companies with complementary operations, which were dovetailed into the organization.

- Eliminated \$100,000 cost of entry and \$2,000 monthly per-module-cost by negotiating lease contract for MAS200 system with the CPA firm that licensed the ERP system.
- Realized 400% improvement in implementation times, reducing standard times from 6-8 months to 8 weeks.
- Successfully transferred legacy information from Peachtree onto new MRP system (including-commerce) with zero downtime due to integrated approach.
- Negotiated business partnership with much larger organization and integrated their manufacturing production times with HW's requirements, allowing level loading of the facility and improving up times 80%.
- Improved delivery times from 21 to 7 days, enhanced portfolio, and increased average gross margins by 20%.

PML CONSULTING, Old Saybrook, CT

2000 – 2001

Broad range of business and operational consulting services including assistance in developing business and manufacturing operations, customer service programs, IT implementation, policy and procedure development, report generation, and establishment of online ordering capability.

President

Implemented all facets of operations for division of Novell, resulting in increased sales. Manufactured first retail product for a company and implemented online ordering capability, allowing customers to purchase the products via retail or e-commerce. Developed policies and procedures for project management teams to streamline receipt of

orders through distribution of product. Assimilated and integrated newly acquired companies into existing divisions.

- Established new pricing format, which reflected updated procedures, reducing cost to customers by 30%, while improving average gross margins by 25%.
- Directed companies in development of prototype products through to production, on time and within budget, via third-party networking.
- Configured operations and IT function for companies whose annual sales revenues ranged from \$1 million to \$40 million.

Scholastic Corporation, New Haven, CT

1995 – 2000

Leading publisher of innovative, interactive consumer and educational software with development and distribution resources including established retail, school, OEM, consumer, and international businesses.

Vice President of Operations

Managed three-member staff overseeing 125 associates, with P&L responsibility in excess of \$8 million, in addition to handling \$100 million in assets for external partners' manufacturing, distribution, and customer service. Supervised order management, inventory levels, and distribution to retailers and direct mail clients.

- Seamlessly assimilated more than 25 acquisitions, ranging in size from \$1 million to \$300 million, into corporate headquarters over a 5-year period.
- Integrated multi-company acquisitions, while growing departments to accommodate the new purchases.
- Transferred manufacturing and distribution facilities twice, resulting in movement of 1.5 million units across the country without interruption of manufacturing or shipment to stores and established inbound/ outbound multi-site service call centers.
- Created Education Sales and Service Department, which provided employee education and training for all aspects of the enterprise from manufacturing through distribution.
- Developed concurrent integration of sales, marketing, finance, and operations product delivery schedules, which reduced manufacturing costs by 20% through process improvements, and subsequent overall time-to-market by 10%.
- Significantly grew direct mail business with drop mailings from 250,000 to 1.5 million pieces at a time.
- Rapidly advanced from Manager of Order Management to Director of Customer Operations to Corporate VP of Operations.

IMATION CORP., Hamden, CT

1993 – 1994

Leading manufacturer of floppy disks in the United States with extensive customer base of software manufacturers.

Manager, Project Management and Fulfillment

Brought on board to assist in start-up of new fulfillment center for this division of Japanese conglomerate Jergens. Established formal RFP and presentation process to handle bids. Introduced Japanese culture and management philosophy to local workforce, successfully implementing tight deadlines and working within minimal budgets. Contributed to ISO Certification.

- Significantly increased revenues to \$50 million by providing one-stop solution with an array of services.
- Grew sales with existing clients by 20% during initial stages and then added key new accounts.
- Retrained and mentored project managers to streamline procedures resulting in 25% increase in client load and 20% reduction in order processing time.

SURGICAL LASER TECHNOLOGIES, Montgomeryville, PA

1992 – 1993

Medical laser manufacturer with 250 employees and worldwide sales and service.

Manager, Order Management and Customer Service

Implemented global call center and participated in successfully receiving FDA approval. Coordinated and retrained customer service and operations teams to work in cooperation and streamline processes.

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ARCHIVAS, INC., Bethlehem, PA

1990 – 1991

Software storage company with 350 employees and average orders ranging from \$1,000 to \$50,000.

Manager, Inside Sales and Telemarketing

Recognized untapped market potential and assisted in creation of company's first direct mail catalog. Initiated telemarketing department to become integral part of company. Updated inside sales department to increase account volume for each team member.

GASONICS INTERNATIONAL, Upper Darby, PA

1988 – 1990

Major manufacturer of semiconductor furnaces with global computer clients such as IBM.

Manager, Credit and Collections and Inside Sales

Managed all credit and collection functions and all international letters of credit. Implemented grey lists for revenue recognition and initiated quarterly on-site audit of all shipped and non-shipped products. Managed and implemented multi-million dollar letters of credit, including \$25 million, largest in company's history, for Hyundai of Korea.

FOURTH SHIFT CORPORATION, Yeadon, PA

1982 – 1988

International manufacturer of PC equipment with subsidiaries and distributors in Europe, Asia, and Australia.

Manager, International Sales and Export Administration

Oversaw all international orders and shipments and managed export administration area. Traveled extensively to international subsidiaries and distributors in Japan, Hong Kong, Australia, Singapore, England, Ireland, Germany, Switzerland, Italy, and Belgium to perform audits. Played integral role in management of Ireland manufacturing facility with oversight of letters of credit, shipments, and adherence to revenue and export policies. Discovered and corrected billing errors, credits not issued, and misapplied funds. Ensured compliance with government export regulations.

- Implemented international versions of company's IT system and rolled out program to international locations, providing in-country training.
- Turned around large A/R international portfolio with more than 70% of accounts past due 90 days to less than 5% past due. Reduced multi-million dollar past-due accounts with 15+ distributors, each with over \$1 million past due.
- Significantly expanded international sales from 10% to almost 50% of company's revenue.
- Converted Japanese distributor to a subsidiary, training all personnel and integrating operations into Fourth Shift corporate structure.
- Earned promotion from Manager, International Credit to Manager, International Sales and Export Administration.

EDUCATIONAL BACKGROUND

Bachelor of Science in Economics and Biology, Boston College, Chestnut Hill, MA

Professional Development:

- Management Seminars
- International Letters of Credit
- JDE Users Group/Training
- Export Compliance Control
- International Credit Trainer
- FDA Regulations
- APICs Seminars
- Management Performance Seminar
- Employee/Management Relations

Affiliations:

Manchester Who's Who, BPICS User Groups, JD Edwards User Groups